

# Skye and Lochalsh Third Sector Conference 26 March 2025– Analysis and Insights

## Introduction

Skye and Lochalsh Council for Voluntary Organisations (SLCVO) hosted a third sector conference on the 26<sup>th</sup> March 2025 to showcase third sector innovation, discuss community priorities, identify third sector challenges and highlight collaborative approaches. The event was attended by 73 people of which 76% were from the third sector and 24% from the public sector. Event feedback shows an appetite for ongoing similar activities to build momentum and connection across the local third sector and with the public sector.

This document offers a comprehensive analysis of insights gathered through table discussions and interactive questions. It explores who the key stakeholders are in the design of health, wellbeing, welfare, and social care services (HWWS), examines the challenges faced by both those delivering and using these services, and reviews current participation processes and how they might be improved.

## Stakeholder Groups Identified

A wide range of individuals and groups were identified as essential to the development and design of health, wellbeing, welfare, and social care services. While everyone should be represented, certain groups are often underrepresented or face systemic barriers to participation. Additionally, individuals may identify with more than one of these groups.

### Community Members

- Young people (including school leavers, young carers, neurodivergent youth)
- Children
- Elderly residents
- Unpaid carers
- Families and Parents (including young parents and those of children with additional needs)
- Individuals with disabilities or chronic illness
- Men, particularly isolated or older men
- People experiencing poverty or financial vulnerability
- People living alone
- Neurodivergent Individuals
- People with Learning Needs
- LGBTQI+ community
- Minority ethnic groups and those with language barriers
- Travelling communities
- Refugees and asylum seekers
- Isolated individuals
- Digitally excluded individuals
- Community Justice-experienced
- People with Language Barriers
- People without transport

- Tenants & people with housing needs
- People with mental health challenges
- Crofting and aquaculture communities
- Trauma and Abuse-Affected
- People with addictions
- Geographically Isolated Groups
- Trauma, Addiction, and Abuse-Affected

Professionals and Community Workers who bring insight from working directly with those who need care and support.

- Teachers and PSA staff
- GPs and Allied Health Professionals (AHPs)
- Social workers
- Paid carers and personal assistants
- Volunteers and third sector staff
- Community connectors, navigators, and champions

### **Challenges identified by participants**

The discussions at the conference identified challenges facing both third sector organisations and the communities they serve. A strong sense of disconnection, frustration, and fatigue emerged, around engagement with decision-making processes. While organisational sustainability was a key concern for the sector, and access and inclusion are at the forefront for communities.

### **Challenges Faced by Third Sector Organisations**

- Short-term funding cycles: Inability to plan or sustain services due to insecure, year-to-year contracts.
- Competitive funding environment: Organisations compete instead of collaborating.
- Volunteer fatigue and burnout: Lack of paid support leads to over-reliance on stretched volunteers.
- Siloed working: Limited collaboration among organisations; duplication of services.
- Limited staff capacity: Lack of core funding makes it difficult to recruit or retain skilled staff.
- Weak succession planning: Cultural and structural barriers to leadership transition.
- Pressure from shrinking public sector: Third sector expected to fill in service gaps.
- Communication gaps: Poor coordination and lack of shared resources/databases.
- Cultural and Structural Barriers restrictions placed on charities negative stigma around seeking support

### **Challenges for Service Users**

- Transport access: Most frequently mentioned barrier
- Childcare and caring responsibilities: Prevents attendance at meetings or services.
- Digital exclusion: Difficulty accessing online services or information.
- Lack of awareness: People don't know what services exist or how to access them.
- Low confidence and stigma: Fear, pride, or shame stop people from seeking help.
- Time constraints: Especially relevant for working individuals or unpaid carers.
- Accessibility barriers: Unwelcoming venues, complex language, and inaccessible formats.
- Feeling unheard: Many believe feedback doesn't result in visible change.

### Challenges to Participation

- Engagement fatigue: Repeated requests for input without visible outcomes lead to apathy and mistrust.
- Overload, duplication, and noise in engagement: Too many or poorly coordinated efforts reduce impact, frustrate participants, and affect response quality.
- Lack of visible impact: Communities expect tangible outcomes, not symbolic gestures.
- Access barriers: Event formats, timings, and locations often exclude those with jobs, caring responsibilities, disabilities, or in rural areas.
- Physical venues and space: Distance and inaccessible locations limit in-person involvement, particularly in rural areas.
- Emotional and cultural barriers: Sharing experiences can feel exposing, especially in formal settings. Stigma, fear of judgment, and complex systems discourage participation.
- Language and terminology: Jargon, literacy issues, and unclear communication hinder engagement; plain, respectful language is preferred.
- Missing invitations: People may not engage unless directly invited or identified as stakeholders.
- Confidence and comfort in engagement: Participants may feel judged, uncertain, or unqualified to contribute.
- Negative past experiences and apathy: Previous disappointments reduce trust and future participation.
- Time, capacity, and dependents: Competing priorities, caregiving responsibilities, or being overwhelmed limit involvement.
- Transportation and infrastructure: Common barriers, especially in rural or under-resourced areas.
- Digital-first formats: Create issues for those with low digital access, confidence, or skills.
- Financial constraints: Affect both participants and providers, limiting access and engagement.
- Awareness, access, and knowing what's available: Many are unaware of opportunities or how to get involved.
- Communication methods and outreach: Poor strategies, generic messaging, or missed audiences reduce effectiveness.
- Service design process barriers: Lack of clear planning, tailored approaches, meaningful consultation, and overall vision hinder engagement.
- External life circumstances: Individual life challenges outside engagement processes can limit participation.

### Proposed solutions by participants

#### Solutions for Third Sector Organisations

- Secure multi-year funding agreements: Reduce instability and support long-term planning.
- Flexible micro-grants: Let small groups trial ideas without heavy bureaucracy.
- Shared databases and tools: Improve coordination and reduce duplication.
- More partnership working: Collaborate rather than compete for funding.
- Capacity building and leadership development: Support succession planning, and third sector staff and volunteer training.
- Resource banks and training access: Centralise materials and learning opportunities.
- Community connectors: Employ trusted individuals to engage communities and bridge gaps.

### Solutions for Service Users

- Mobile outreach services: Deliver services directly to rural communities using local halls, mobile units, and outreach.
- Single point of access: Streamline how people find and use services.
- Hybrid service models: Offer both in-person and online options.
- Trauma-informed, accessible services: Design services with inclusion and safety in mind.
- Targeted awareness campaigns: Communicate effectively with specific groups.
- Better signage and local presence: Make services visible, familiar, and approachable.

### Improving Participation

- Communication and Messaging
  - Use local, relatable, and offline channels to reach rural populations.
  - Use notice boards, leaflets, and local media – not everyone is online.
  - Advertise meetings through Facebook groups, GP surgeries, bus shelters, local radio, and newspapers.
  - Avoid jargon, acronyms, and complex language – use clear, simple words.
  - Ask people how they prefer to communicate best and tailor accordingly.
  - Cross-promote between organisations to broaden reach.
- Accessibility and Practical Support
  - Make participation flexible and accessible to fit people's lives and comfort zones.
  - Offer hybrid approaches – online and in-person options.
  - Provide transport support, cover expenses like travel and meals - treat people like delegates.
  - Ensure venues and locations are accessible.
  - Provide childcare where needed to enable attendance.
- Inclusive and Targeted Engagement
  - Ensuring participation reflects diverse and underrepresented voices is key to meaningful inclusion.
  - Use creative, local, and relatable engagement formats.
  - Engage community connectors, social prescribers, and trusted local figures.
  - Meet people where they are, both physically and emotionally
  - Use art, video, storytelling, and informal chats
  - Create safe spaces for quieter voices
  - Use buddy systems to build confidence and comfort.
- Purpose and Feedback
  - Show that input is valued and has real impact.
  - Reflect back: "you said, we did."
  - Share roadmaps or visions to show the bigger picture.
  - Limit survey overload and streamline communication.
  - Share plans in accessible, varied formats.
  - Celebrate local successes and normalise evaluation as part of improvement.
  - Celebrate local successes
  - Make evaluation a normal part of improvement, not just compliance.

- Building Relationships and Trust
  - Build ongoing relationships, not one-off consultations.
  - Ensure participation includes both service users and service providers.
  - Involve people in identifying needs, not just post-decision feedback.
  - Strengthen connections across third sector and public sector..
  - Use an appreciative inquiry approach – focus on what works and what’s possible.
  - Give people insight into what their involvement can lead to – inspire hope and action.

### **Training Requirements**

#### **Trauma, Mental Health, and Emotional Resilience**

- Vicarious Trauma and Self-Care: Staff working with vulnerable individuals are at risk of secondary trauma. Training is needed to help them identify signs of emotional fatigue, understand the impact of vicarious trauma, and implement effective self-care and resilience strategies.
- Trauma-Informed Practice: Training to embed a trauma-informed approach throughout our services, ensuring staff understand how trauma impacts behaviour and development, and how to respond with sensitivity and consistency.
- Psychological First Aid: Staff should be equipped with basic skills in psychological first aid to provide immediate emotional support during a crisis or distressing incident, with clear pathways to escalate concerns.
- Mental Health Awareness (Specialist Disorders): While general mental health training exists, we need focused sessions on more complex and less commonly understood disorders such as personality disorders, PTSD, and neurodevelopmental conditions.

#### **Child and Family-Centred Approaches**

- GIRFEC (Getting it Right for Every Child): Training on Scotland’s national framework to ensure all staff understand their role in promoting child wellbeing and working in a coordinated way across services.
- Neuro-Affirming Approaches: Staff require training on strengths-based, inclusive approaches to supporting neurodivergent individuals (e.g., autistic people, those with ADHD), moving away from deficit-focused models.
- ACE (Adverse Childhood Experiences): Understanding how early adversity affects development and behaviour, and how this knowledge should inform support planning and service delivery.

#### **Safeguarding and Risk Awareness**

- Safeguarding: Ongoing, role-appropriate safeguarding training to ensure all staff can recognise, report, and respond appropriately to abuse, neglect, and exploitation, across both children and adults.

#### **Organisational and Structural Training Needs**

- Training Across All Organisational Levels: A structured training pathway that reflects the responsibilities and skill requirements of different roles – from frontline practitioners to senior management.

- **Joined-Up Training (Public and Third Sector):** There is a need for better collaboration in training delivery across sectors to ensure consistency in practice and to encourage stronger working relationships between agencies.
- **SVQ and Recognition of Skills:** Opportunities for staff to gain formal recognition for their existing knowledge and experience through SVQ accreditation or similar pathways, supporting both professional development and workforce retention.
- **Access to Databases and Funding Training:** Staff would benefit from specific training on how to access and navigate relevant data systems, as well as understanding how to source and apply for funding to support clients and services.

### Frequency Analysis Overview (Expanded)

To identify the most pressing concerns and dominant ideas raised during the Skye and Lochalsh Third Sector Conference, a frequency analysis was performed on the text of the event notes. This approach highlights not only which themes were most frequently mentioned, but also helps us understand where attention is focused across different stakeholder groups.

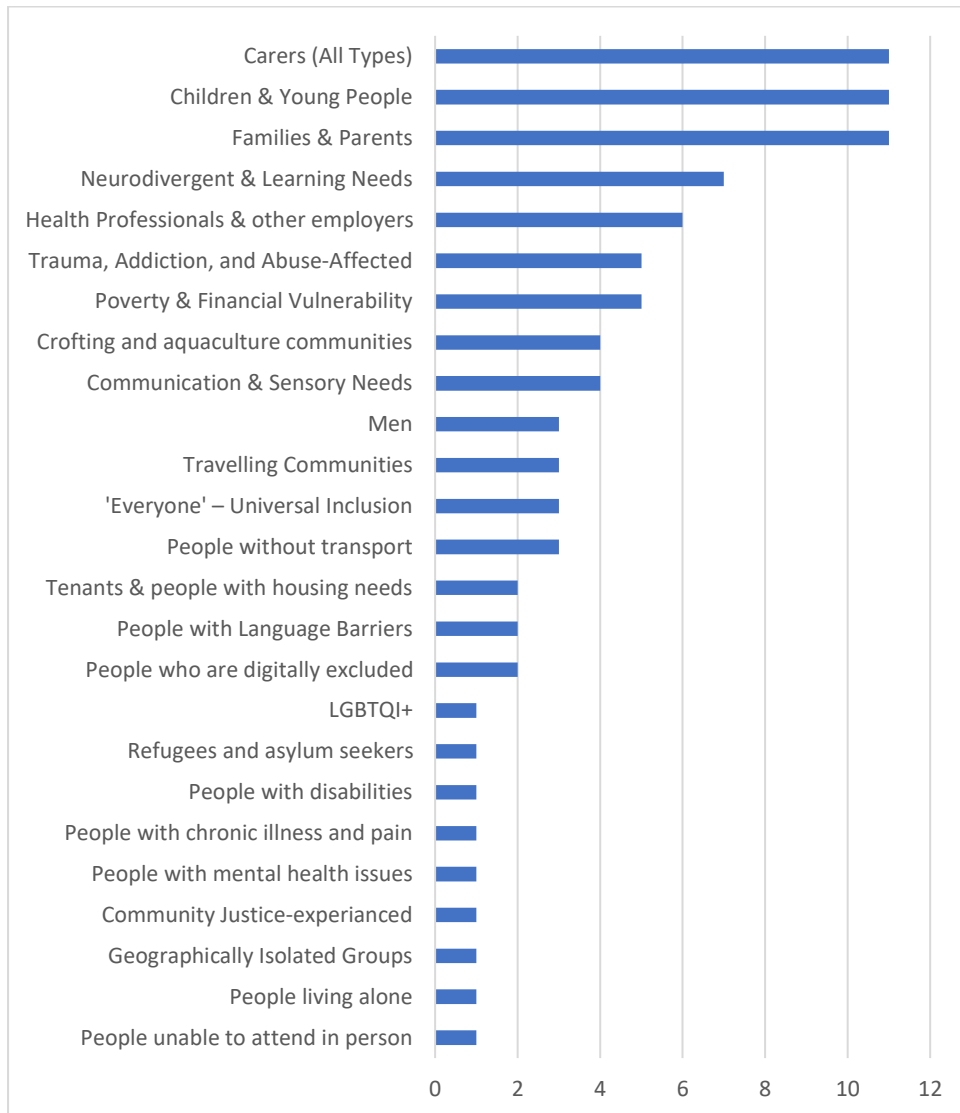
#### Methodology

- A list of keywords was compiled across three primary domains:
  - Groups Involved
  - Challenges Faced
  - Solutions Proposed
- Each keyword was counted based on its number of mentions throughout the document.
- Mentions were normalized across different wording/spelling variations (e.g., “carers” and “unpaid carers”).

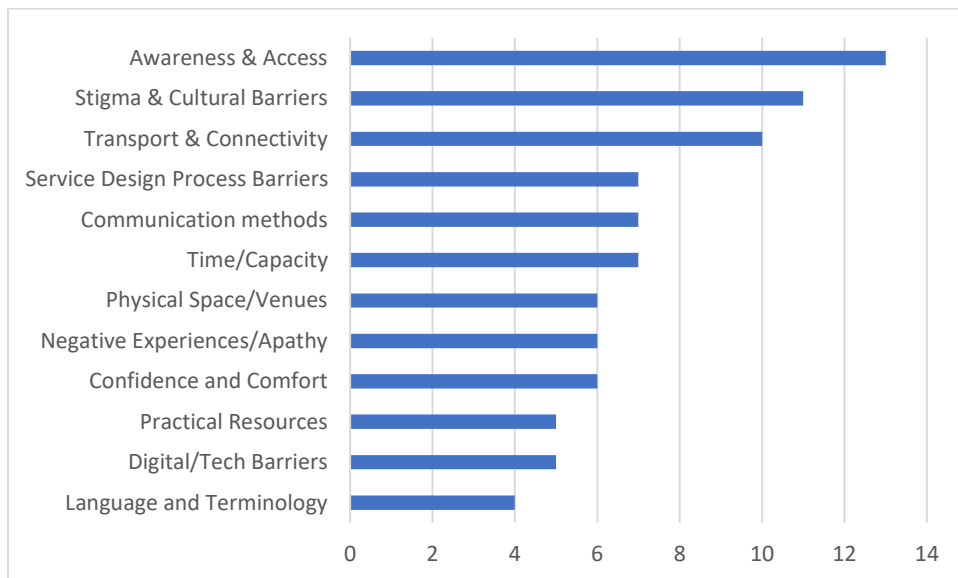
#### Findings

- Transport and funding are the *most cross-cutting challenges*, affecting both organisations and individuals.
- There is high interest in collaborative infrastructure (shared databases, community connectors) and tailored engagement.
- There are many stakeholders (neurodivergent, rural, men, carers) all have unique support and access needs.
- Participants want actionable, transparent follow-up to their input, not just consultation.

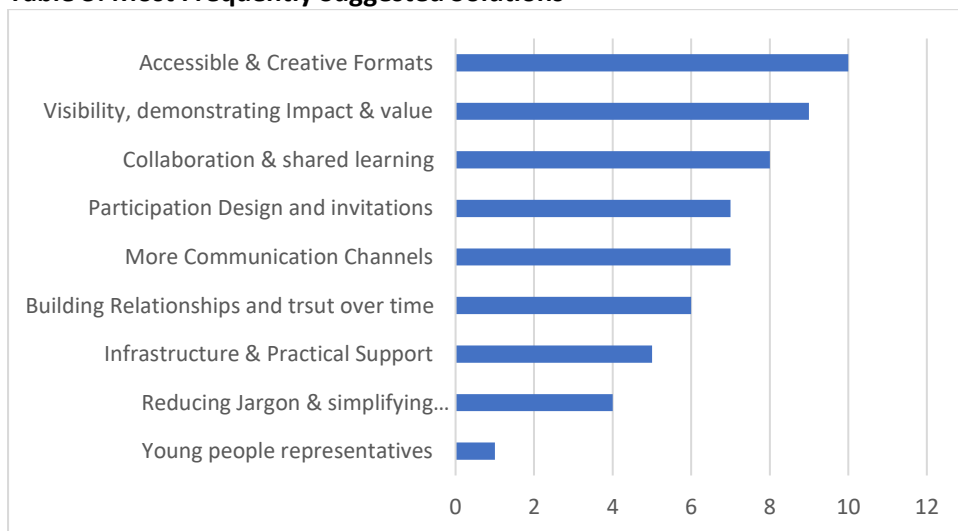
**Table 1: Most Frequently Mentioned Groups**



**Table 2: Most Frequently Mentioned Challenges**



**Table 3: Most Frequently Suggested Solutions**



## Feedback from Event

The 2025 Skye and Lochalsh Third Sector Conference received overwhelmingly positive feedback from attendees, reflecting the strength of its content, organisation, and overall impact on the local third sector community.

A significant majority of respondents (over 80%) rated the conference as “Excellent” (5 stars), with others describing it as “Very Good” (4 stars) or “Good” (3 stars). Notably, there were no low ratings recorded, which is a strong endorsement of the event's quality and relevance.



Participants described the conference as well organised, informative, and highly engaging. Many praised the opportunity to reconnect with others in the sector, with networking emerging as a key highlight. The interactive elements, particularly the facilitated sessions and opportunities to share ideas, were frequently mentioned as valuable and well-executed.

### **Facilitated Sessions**

Sessions such as “Using Statistics to Evidence Need” and “What Makes a Good Funding Application” were especially appreciated, with several attendees commenting on their practical relevance and usefulness. Feedback suggests a strong appetite for focused, skills-based workshops. Some attendees suggested that smaller, more targeted sessions might further enhance engagement and learning in future events.

### **Future Engagement and Interest**

There was strong interest in continued engagement with SLCVO, with nearly all respondents expressing that they would attend similar events in the future. In addition, the idea of re-establishing a Health, Wellbeing, Welfare and Social Care Forum was met with enthusiasm—several attendees provided contact details to express their interest in being involved going forward.

### **Suggestions for Future Content**

Respondents offered thoughtful suggestions for future conference themes, including:

- More sector-specific discussions
- Opportunities to improve cross-sector collaboration
- Better facilitation of attendee introductions to enhance networking

The final comments section included words of thanks and praise for the organisers, with phrases like “fantastic work”, “well done to everyone involved”, and “thank you for organising the event” appearing frequently. The tone throughout was positive and encouraging, highlighting the event’s contribution to building momentum and connection across the local third sector

## **Conclusion and Next Steps**

The Skye and Lochalsh Third Sector Conference provided a powerful platform for sharing challenges, celebrating achievements, and shaping a more inclusive, collaborative future for health, wellbeing, welfare, and social care services. It clearly demonstrated that while the third sector continues to face persistent systemic pressures—such as short-term funding, limited capacity, and increasing demand—it also holds significant potential to drive meaningful, community-led change.

A recurring theme throughout the event was the importance of participation that is authentic, inclusive, and impactful. From digitally excluded older adults to unpaid carers and neurodivergent young people, the message was clear: every voice matters, and services must reflect the realities of those they aim to serve.

The energy, insights, and willingness to collaborate displayed during the event offer a strong foundation for ongoing work. The key now is to translate this momentum into sustained action and tangible outcomes.

### Next Steps

To build on the momentum of the March 2025 Third Sector Conference, SLCVO will spearhead the establishment of a Skye & Lochalsh Forum for Health, Wellbeing, Welfare, and Social Services (HWWS Collaboration Forum)—a cross-sector platform for continued dialogue, joint planning, and strengthened collaboration between the voluntary and public sectors.

### Key Actions:

- **Establish the HWWS Collaboration Forum** - The forum will serve as a key mechanism for cross-sector coordination, ensuring voluntary sector voices are embedded in regional planning and service design.
- **Seek formal recognition of Forum from key public sector bodies** - The HWWS Collaboration Forum to be positioned as a primary engagement and participation pathway for public sector partners, including:
  - Skye, Lochalsh and Wester Ross District Planning Group
  - SLWR Community Partnership
  - Skye and Raasay Future
- **Celebrate and share third sector success stories** - The forum will explore ways to promote and celebrate local impact—through events, newsletters, and social media—to boost morale, raise visibility, and foster inspiration across the sector.
- **Continue funding advocacy** - SLCVO will maintain its advocacy efforts at local and regional levels for long-term, flexible funding models that support innovation, sustainability, and workforce retention.
- **Include suggested initiatives in the Skye & Lochalsh HWWS Third Sector Delivery Programme**
  - Mobile Outreach Hub Pilot - Already underway via the Whole Family Wellbeing Hub Partnership and HWWS Collaboration, this pilot aims to enhance rural access to services.
  - Centralised Information & Resource Platform - Develop a single point of access for service promotion, knowledge exchange, funding opportunities, training resources, and a shared services database.
  - Community Engagement Framework - co-design a framework that offers hybrid engagement options, leverages trusted community connectors, and prioritises inclusive and accessible participation methods.
  - Digital Inclusion Initiatives - Explore projects such as device lending schemes and digital skills training to ensure equitable access to services and information.
  - Transport and Digital Access Solutions - Develop pilot projects to test mobile service delivery models and subsidised or community-based transport schemes for rural and isolated populations.
- **Strengthen sector capacity and leadership** - Through the HWWS Collaboration, SLCVO will integrate third sector supporting leadership development, succession planning, and volunteer training into its work.
- **Implement meaningful evaluation mechanisms** - SLCVO will establish systems for community-informed, feedback-driven evaluation, ensuring that engagement leads to visible outcomes, learning, and continuous improvement.

The event affirmed that transformation is possible when communities, professionals, and organisations work in genuine partnership. The next chapter must build on these relationships with trust, transparency, and collective ambition.

## Appendix 1 – Participant Notes from event

### Tree of Hope

- Third sector are equal and valued partners
- Communication, trust and relationships are key
- Opportunities for everyone
- Holistic support for all
- Psychotherapeutic Services
- Trauma Informed
- Better engagement
- Meaningful public engagement
- Secure funding for x amount of years to give clients security
- No spot funding contracts
- Multi-year funding for voluntary organisations
- More consortiums to utilise funding
- Collaboration – end of silos
- Partnership working
- Connected groups
- Network
- More events like this – Thanks
- Professions volunteer organisations with trained volunteers
- Resource bank
- Third sector pay and conditions more attractive
- Lots of training resources here and more widely. How can we ensure people know about it and can share opportunities/resources
- Accommodation, affordable, accessible
- Better transport

### If You Had £50,000

Ideas and Suggestions from Participants:

- Mobile Hub/Outreach Van: To reach rural and isolated communities with services and information.
- Transport Solutions: Subsidised transport for rural residents to access essential services and events.
- Community Events & Workshops: To promote connection, learning, and support among locals.
- Capacity Building: Training and development for volunteers and community leaders.
- Technology Support: Devices and digital skills training for people at risk of exclusion.
- Youth Programs: Activities and support targeting younger demographics to keep them engaged locally.
- Mental Health Support: Fund counselling or peer support groups, especially in isolated areas.
- Flexible Small Grants Pot: Let local groups bid for micro-funding to run community-led projects.
- Local Champions: Fund part-time community connectors or navigators.

- Better Communication Tools: Platforms to share information, opportunities, and build networks.

### **What Challenges do the Third Sector Face**

- Silo working
- Lack of revenue funding to employ staff to manage projects and support volunteers
- Difficult to succession plan
- There is suspicion around succession planning, like it's a dirty secret (old boys club)
- Relying solely on volunteers is a is hard for all capital projects not sustainable for many
- very competitive funding environment
- funding resources volunteer fatigue
- shrinking public sector leaving responsibilities on 3rd sector
- ongoing community engagement is both essential and exhausting
- Negative stigma around reaching out for help ( lack of users )
- lack of secure funds
- precious on public spending and funding
- lack of transport around times activities take place
- power and ego
- 3rd sector undervalued
- lack of appetite in public sector to do transformational change, let go of things
- resistance to change
- Resource and time poor
- financial security
- short term contracts with NHS highland
- no discussion with NHS highland on contract

### **How can we make Access easier**

- Single point of access, not a million separate service directories are CVO funded to do this
- People knowing what is out there
- invite relevant agencies to meetings
- each programme having good knowledge of what's available to tell users help point people to relevant groups
- support to be accessible don't just use words
- funded transport
- advertise meetings
- accessibility AJ friendly trauma informed none stigmatising
- outreach
- Key link person
- on line and in person services EG video calls
- stalls and outdoor activities to be accessible
- database online and communications with local areas .....
- database on line
- transport use of social media use of Facebook groups
- more continuity of funding to allow developments not short term projects
- Lincoln with services like GP's example social prescribing signposting

- Be aware of community link worker services CLW has been implemented in Portree, Dunvegan, Carbost, Kyle, Bradford and Glenelg medical centres

## Amplifying rural voice

Who should have a voice in health & Social care design	What challenges ma they face when trying to engage in service design processes	how can the third sector amplify the royal voice in public sector participation process is
<ul style="list-style-type: none"> <li>• Men</li> <li>• Minority languages</li> <li>• Non attendees</li> <li>• Parents</li> </ul>	<ul style="list-style-type: none"> <li>• space and venue</li> <li>• time</li> <li>• access to user groups</li> <li>• lack of confidence</li> <li>• what's available</li> <li>• it is what it is feelings</li> </ul>	<ul style="list-style-type: none"> <li>• how to record people's input - a video</li> </ul>
<ul style="list-style-type: none"> <li>• stroke survivors</li> <li>• unpaid carers</li> <li>• folk without transport</li> <li>• young parents</li> <li>• people who are unable to attend in person</li> <li>• truth all alcohol</li> </ul>	<ul style="list-style-type: none"> <li>• everyone knows everyone this is good and bad</li> <li>• rural areas transport</li> <li>• Not feeling comfortable engaging in groups</li> <li>• venues and locations can be barriers</li> <li>• have to expose myself and experience to have my feedback validated</li> <li>• What's the point benefits not explained</li> <li>• the nomenclature that is used and how to feel confident to take part</li> <li>• Allow answering when obtaining voice</li> </ul>	<ul style="list-style-type: none"> <li>• target campaigns to reach wider audience</li> <li>• Overload of surveys</li> <li>• too many places to obtain voice can weaken message</li> </ul>
<ul style="list-style-type: none"> <li>• LBGTQI</li> <li>• Gypsy/travellers</li> <li>• unpaid carers for people without Alzheimer's</li> <li>• stay at home parents</li> <li>• non drivers</li> <li>• crafters farmers small holders</li> <li>• aquaculture</li> <li>• everyone</li> </ul>	<ul style="list-style-type: none"> <li>• negative views it won't make a difference</li> <li>• lack of confidence</li> <li>• literacy</li> <li>• transport</li> <li>• location geography</li> <li>• childcare</li> <li>• time may have dependants, people wanting to attend meetings</li> <li>• cultural practical e.g. PVG, safeguarding</li> <li>• resources</li> <li>• not communication not everyone is on social media bring back leaflets and notice boards</li> </ul>	<ul style="list-style-type: none"> <li>• notice boards and leaflets</li> <li>• befrienders</li> <li>• buddy systems</li> <li>• bring services to communities</li> <li>• Local halls</li> <li>• mobile services</li> <li>• transport infrastructures</li> <li>• engagement</li> <li>• information that is valued and accurate</li> </ul>

## Skye and Lochalsh Council for Voluntary Organisations

	<ul style="list-style-type: none"> <li>• perception of services</li> <li>• pride</li> <li>• resistance to change or accept it</li> <li>• lack of finances</li> <li>• knowing who how to access it</li> <li>• advocacy</li> </ul>	
<ul style="list-style-type: none"> <li>• everyone</li> </ul>	<ul style="list-style-type: none"> <li>• not knowing what's available</li> <li>• not accessible</li> <li>• transportation</li> <li>• childcare</li> <li>• Internet access</li> <li>• too many rules</li> </ul>	<ul style="list-style-type: none"> <li>• advertise each other</li> </ul>
<ul style="list-style-type: none"> <li>• 18 to 25 year olds with additional needs</li> <li>• early dementia support</li> <li>• school leavers</li> <li>• crafters</li> </ul>	<ul style="list-style-type: none"> <li>• Isolation</li> <li>• lack of support</li> <li>• negative stigma around seeking support</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• autistic children adults</li> <li>• children with learning disabilities and families</li> <li>• transport providers</li> </ul>	<ul style="list-style-type: none"> <li>• Technology</li> <li>• cultural stigma need to have the right person amplifying the voice</li> </ul>	<ul style="list-style-type: none"> <li>• additional timing for awareness far example posties</li> <li>• GP surgeries for signposting</li> <li>• notice boards and bus shelters</li> <li>• radio sky and other local newspapers</li> <li>• local employers</li> <li>• teaching how to be neighbourly</li> </ul>
<ul style="list-style-type: none"> <li>• people with additional support needs</li> <li>• people with housing needs could help with planning</li> <li>• refugees and asylum seekers</li> <li>• travelling communities</li> <li>• large employers and local industries</li> <li>• teachers and trusted adults for their insights</li> <li>• minority groups</li> <li>• elderly people</li> <li>• young people</li> <li>• low income families</li> </ul>	<ul style="list-style-type: none"> <li>• health and social care providers don't hear from those who don't have a voice might feel stigmatised</li> <li>• apathy or resignation to the current situation</li> <li>• availability of people to be involved work hours transport issues</li> <li>• people might get involved in engagement but might not ever hear about what is done from their input</li> </ul>	<ul style="list-style-type: none"> <li>• bigger profile for community plan presented to reach more people and engage them in different formats</li> </ul>
<ul style="list-style-type: none"> <li>• teenagers and young people</li> <li>• people with learning disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• awareness of services available</li> <li>• lack of knowledge in design processes</li> </ul>	<ul style="list-style-type: none"> <li>• showcasing what can be done and what has been done</li> </ul>

<ul style="list-style-type: none"> <li>• people with neuro divergence</li> <li>• people with mental health issues</li> <li>• carers young and adult</li> <li>• disabled people</li> <li>• people with chronic illness and pain</li> <li>• any groups who might feel particularly isolated or marginalised</li> <li>• people with language barriers</li> <li>• the elderly</li> <li>• parents of early years</li> <li>• people experiencing poverty</li> </ul>	<ul style="list-style-type: none"> <li>• lack of time or personal capacity to participate</li> <li>• lack of invitation from people already at the table</li> <li>• bad experiences in the past putting energy into consultations that don't seem to have an impact</li> <li>• distance, transport, connectivity or engagement all online</li> </ul>	<ul style="list-style-type: none"> <li>• help with expenses people contributing to design help with transport lunch to be treated like a delegate which they are</li> <li>• invite them</li> </ul>
<ul style="list-style-type: none"> <li>• unpaid carers</li> <li>• adults with learning disabilities adults with lack of capacity</li> <li>• children</li> <li>• men</li> <li>• paid carers</li> <li>• frontline practitioners</li> <li>• financially vulnerable individuals and families</li> <li>• personal assistants</li> <li>• SDS option one workers</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness</li> <li>• access transport geography</li> <li>• confidence</li> <li>• no road map all sight of the big picture</li> <li>• lack of meaningful consultation</li> <li>• communication barriers</li> <li>• lack of tailored approach to engagement</li> </ul>	<ul style="list-style-type: none"> <li>• ask people how they communicate best</li> <li>• what do the strategies meaningfully mean to people</li> <li>• data sharing</li> <li>• collaboration</li> <li>• making people feel that time and input is valued and has purpose</li> <li>• clever language last jargon</li> </ul>
<ul style="list-style-type: none"> <li>• young people definition of adults 1618</li> <li>• older people</li> </ul>	<ul style="list-style-type: none"> <li>• restrictions placed on charities and services delivering to young people for example legislation PBGS insurance</li> <li>• digital SoC continues to challenge access to information and support</li> <li>• that people see results from any engagement</li> </ul>	<ul style="list-style-type: none"> <li>• linking 3rd sector organisations</li> <li>• at that ways of communication to the people you're trying to reach</li> <li>• more collaboration</li> <li>• young people representatives</li> </ul>
<ul style="list-style-type: none"> <li>• people on payback orders</li> <li>• crafters</li> <li>• neurodivergent people</li> <li>• school non attendees</li> <li>• unemployed</li> <li>• visual hearing impairment</li> <li>• complex trauma</li> <li>• council housing association tenants</li> </ul>	<ul style="list-style-type: none"> <li>• triggering process is</li> <li>• limited engagement opportunities</li> <li>• transport</li> <li>• connectivity confidence</li> <li>• bias</li> <li>• shame</li> </ul>	<ul style="list-style-type: none"> <li>• pair connection</li> <li>• time building relationships</li> <li>• speak to people service users and service providers</li> <li>• meeting people where they are</li> </ul>

## Skye and Lochalsh Council for Voluntary Organisations

<ul style="list-style-type: none"> <li>• LGBTQ I plus</li> <li>• unpaid carers</li> <li>• substance abuse on dependence</li> <li>• disabilities</li> <li>• families affected by domestic abuse AND male victim's</li> </ul>		
<ul style="list-style-type: none"> <li>• unattached adults and young people</li> <li>• older people</li> <li>• young people</li> <li>• isolated people</li> <li>• people living alone</li> <li>• geographically isolated</li> <li>• crofting community</li> <li>• fishing community</li> <li>• people without a voice no opportunities to speak up for themselves advocacy</li> <li>• transient community</li> <li>• people that are not online</li> <li>• people with disabilities</li> <li>• carers</li> </ul>	<ul style="list-style-type: none"> <li>• Finance</li> <li>• jagan acronyms abbreviations both words stop!</li> <li>• Awareness of consultations lack of relevance to them</li> <li>• situation where people are welcome can join in no pressure to become a committee member online digital activity connectivity</li> <li>• knowing where to go to find information</li> <li>• transport access no bank etc.</li> <li>• Service needs to go to them for example dentistry an opticians</li> </ul>	<ul style="list-style-type: none"> <li>• mobile services to access rural communities such as dentist opticians</li> <li>• individuals find it difficult to speak groups need to be truly representative</li> <li>• client agency agency client works both ways has to be practised</li> <li>• reflect service need</li> <li>• breakdown barriers cold calling is difficult</li> <li>• on line ideas forum or portal</li> </ul>
<ul style="list-style-type: none"> <li>• Everyone</li> <li>• neurodivergent people including parents</li> <li>• children and young people</li> <li>• bereaved children and young people</li> <li>• parents and carers of children and young people</li> <li>• with ASN often don't identify as unpaid carers</li> <li>• children and young people</li> </ul>	<ul style="list-style-type: none"> <li>• Transport to and from a pro points and a services</li> <li>• transport impact on carers</li> <li>• housing for staff that's accessible for example rent costs</li> <li>• not trauma informed practise lack of support for carers to support engagement</li> <li>• Time and capacity</li> <li>• Fear, judgement, Preconceptions</li> <li>• Childcare</li> <li>• communication needs</li> <li>• access ability if living rurally if in person</li> <li>• the hard to reach are not always approached by commissioners</li> </ul>	<ul style="list-style-type: none"> <li>• wester ross community cares appears to work well would work on sky?</li> <li>• Flexible ways to meet and share ideas use of social media is key</li> <li>• celebrate local success things that are already happening</li> <li>• flexibility hybrid approaches</li> <li>• shared database of available services</li> <li>• outreach</li> <li>• building relationships and trust and it sets in it takes time</li> <li>• connecting things up to the various network networks faint into one another use HTSI third</li> </ul>



## Skye and Lochalsh Council for Voluntary Organisations

	<ul style="list-style-type: none"> <li>• mental health challenges impacting on in person engagement</li> </ul>	<p>sector representation pathways</p> <ul style="list-style-type: none"> <li>• communication between services</li> <li>• creative ways to involve people who cannot attend in person</li> </ul>
<ul style="list-style-type: none"> <li>• neurodiverse folks</li> <li>• geographic group should all be represented</li> <li>• everyone should be involved</li> <li>• nothing for us without us</li> <li>• all ASC groups</li> </ul>	<ul style="list-style-type: none"> <li>• contact details</li> <li>• distribution lists</li> <li>• people think it's all just a talking shop</li> <li>• involvement in planning at a human level where ideas can make a difference</li> <li>• people need to be given insight into what the possibilities are opportunities can be</li> <li>• ideas from other places and other initiatives etc</li> </ul>	<ul style="list-style-type: none"> <li>• needs to be engaging</li> <li>• attractive to participate in</li> <li>• tailored but purposeful conversations</li> <li>• make evaluation entry go to service provision</li> <li>• part of learning and improvement process</li> <li>• make people's involvement obviously purposeful evidence what people will get out of it</li> <li>• appreciative inquiry approach works well</li> </ul>
<ul style="list-style-type: none"> <li>• young carers</li> <li>• parents and guardians</li> <li>• teachers and PSA's</li> <li>• social work</li> <li>• police</li> <li>• school leavers</li> <li>• AHP's</li> </ul>	<ul style="list-style-type: none"> <li>• people want face to face support available</li> <li>• recruiting new staff and volunteers for the services</li> <li>• non /inappropriate referrals</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• young males</li> <li>• old man</li> <li>• men in general</li> <li>• young people</li> <li>• crafters</li> <li>• fisherman</li> <li>• people who are digitally excluded</li> </ul>	<ul style="list-style-type: none"> <li>• no meetings place no services</li> <li>• few options</li> <li>• stigma to ask for help</li> <li>• people don't know about available services or how to reach them</li> </ul>	<ul style="list-style-type: none"> <li>• community connectors</li> </ul>

## Appendix 2 – Event Programme

**SLCVO** Skye and Lochalsh Council  
for Voluntary Organisations

**Third Sector Conference** *Shaping Tomorrow Together - supporting sustainability and the future wellbeing, health and social care of our communities*

### Portree Community Centre March 26<sup>th</sup> 2025

10:00-10:15 Registration    10:15-10:20 Welcome address –SLCVO

10.20-10:50 *Shaping Tomorrow Together - supporting sustainability and the future wellbeing, health and social care of our communities* – **The Skye and Lochalsh Health Wellbeing and Welfare Collaboration Project** Jo-Anne Ford Chief Officer / Michelle Seviour Research and Engagement Officer SLCVO

10:55 -11:25 30 minute facilitated sessions – places **must** be booked

1. **WHAT MAKES A GOOD APPLICATION** – Marie-Anne Grey (Economic Development & Regeneration) The Highland Council
2. **COMMUNITY ASSETS** – Onie Tibbitt COSS Adviser DTAS
3. **USING STATISTICS TO EVIDENCE NEED** – Hayley Graham and Ann Gillies Whole Family Wellbeing Team – The Highland Council

11:25-11:55 **AMPLIFYING THE RURAL VOICE** – *the Third Sector role in shaping Health and Social Care Services* – TABLE DISCUSSIONS

12:00-13:00 Lunch - plus a great opportunity to get involved with our interactive tables

13:05-13:20 Key note speech – **INNOVATION THAT WORKS** – *Tackling Rural Challenges* Harry Tedstone Highland Hospice

13:25-14:00 **INNOVATION THAT WORKS** – showcasing our local Third Sector

- 13:25-13:35 **Kyleakin Connections** – the development of a bespoke till system for the Nice Café – Charlene Macleod Kyleakin Connections
- 13:40-13:50 **XCEL Church and the KEYS Project** – a partnership solution to local addiction support needs - John Gordon / Ann Harley Xcel Church
- 13:55-14:05 **Dunvegan Community Trust** – developing projects in relation to community needs – Mali MacLennan Development Officer

14:10-14:30 *Growing Your Volunteer Community* – Mhairi Wylie Chief Officer HTSI

14:35-14:50 **WHAT THE FUTURE HOLDS** – SLCVO Closing summary

14:50-15:30 please grab a tea/coffee for a last chance to chat and mingle and reflect on the day

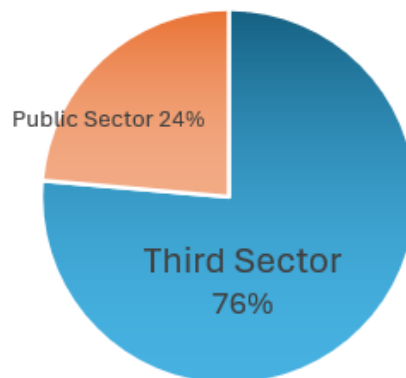
- 15:00:15:30 Meeting of the core Health Wellbeing and Welfare Collaboration steering group to discuss Terms of Reference and next steps

16:00 Event ends

## Appendix 3 – Attendee overview

- 17 Public sector representatives from: Highland Council; NHS and HIE
- 56 Third Sector representatives from a total of 31 different Third Sector organisations

### Third Sector Conference 2025 Attendee Breakdown by Sector



#### THIRD SECTOR – BY ACTIVITY/SERVICE

- 8 organisations active in community development
- 20 organisations active primarily in health/welfare/social justice/social care
- 1 faith service group
- 1 groups whose priorities are culture/recreational
- 1 village hall
- 1 group offering community education/lifelong learning activities

#### THIRD SECTOR - BY GEOGRAPHIC SPREAD

There were 13 individuals representing our 8 Health Wellbeing Welfare and Social Care Collaboration/partnership:

- Alzheimer Scotland – Skye and Lochalsh
- Skye and Lochalsh Citizens Advice Bureau
- Skye and Lochalsh Community Care Forum /Young Carers
- Crossroads Care – Skye and Lochalsh
- Counselling Care Skye and Lochalsh
- Rag Tag and Textile
- Skye and Lochalsh Mental Health Association
- Viewfield Garden Collective

6 local development trusts were represented – Broadford; Dunvegan; Kyle and Lochalsh; Portree & Braes; Sleat; Uig

### HIGHLAND-WIDE GROUPS & BEYOND

- 6 Third Sector organisations whose services are Highland-wide but who offer outreach and support to Skye and Lochalsh – Mikeys Line ; Inspiring Young Voices; HTSI; Thriving Families; HSCN and Highland Hospice
- 4 charitable organisations whose Scottish remit go beyond the Highlands- DTAS; Age Scotland; Change Mental Health Scotland and Communities Housing Trust (whose remit covers central and northern Scotland).

### Document Produced 08 April 2025

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